

**MDS/OASIS HELP DESK CHANGES
EFFECTIVE JANUARY 1, 2004**

The Center for Information Management (CIM) will not be under contract with State of Michigan to provide MDS/OASIS assistance to nursing homes and home health agencies after December 31, 2003.

Effective January 1, 2004, Minimum Data Set / Outcomes and Assessment Information Set (MDS/OASIS) Help Desk technical support will be transferred to the Michigan Department of Community Health, Bureau of Health Systems, Division of Operations. This change is due to budgetary considerations and is not a reflection of the services performed by CIM. This transition is being made in an effort to reduce costs. **The CIM number (734-930-0855) should NOT be called for free Help Desk services after 12/31/03.**

The following telephone numbers should be used beginning January 1, 2004:

Data transmission issues related to MDS or OASIS:

Nursing homes and home health agencies should call 517-334-8402

(This includes problems sending data, transmission errors, and facility login problems after connecting with the AT&T dialer).

Problems with the AT& T Global Dialer:

Phone: 1-800-905-2069 (This includes installation issues and password resets.)

Questions regarding HAVEN software:

Phone: 877-201-4721

Fax: 888-477-7871

Questions regarding RAVEN software:

Phone: 800-339-9313

Fax: 888-477-7871

Questions related to MDS/RAI Issues:

Mary Hess at 989-732-8837.

Questions related to completing OASIS assessments:

Eugenia Dumlao-Reedy at 517-334-8470.

Questions related to MDS or OASIS Automation issues not covered by the Help Desk:

Cedric Libiran at 517-334-8414.